



Careers at Western Advancement

Candidate Information Pack

Director, Technology

JOB ID 44637

September 2026





Letter from Tracy Loosemore

Dear Prospective Candidate,

Thank you for taking the time to learn more about the Director, Technology position at Western Advancement.

There has never been a more exciting time to join our team. Through Western's *All in* campaign, we are working with alumni, donors, volunteers, faculty, staff, and community partners to expand the University's impact and advance an ambitious vision for the future. As we continue to build momentum, we are seeking a strategic and innovative leader to help shape the technology capabilities that support this important work.

This role offers a unique opportunity to lead the technology strategy that supports alumni engagement, philanthropy, and data-informed decision-making across Western Advancement. As technology becomes increasingly central to how we connect with our community and achieve our goals, the Director, Technology will play a key role in ensuring we have the systems, tools, and digital capabilities needed to support the success of the All In Campaign and beyond.

As a member of the Advancement Operations leadership team, the successful candidate will provide strategic leadership for our technology services, digital platforms, CRM systems, business intelligence, analytics, and information management practices. Working collaboratively across Western Advancement and the broader university, they will help drive innovation, strengthen operations, and enable our teams to achieve greater impact through technology.

We are seeking a collaborative and forward-thinking leader who enjoys solving complex challenges, building strong partnerships, and developing high-performing teams. This is an opportunity to influence strategic decisions, support meaningful change, and help shape the future of Advancement at Western.

If you are excited about using technology to drive meaningful impact and support a bold vision for the future, I encourage you to consider joining our team.

We look forward to learning more about you and the experience, leadership, and perspective you can bring to Western Advancement.

Best Wishes,

Tracy Loosemore

Tracy Loosemore

Executive Director, Advancement Operations

The Position

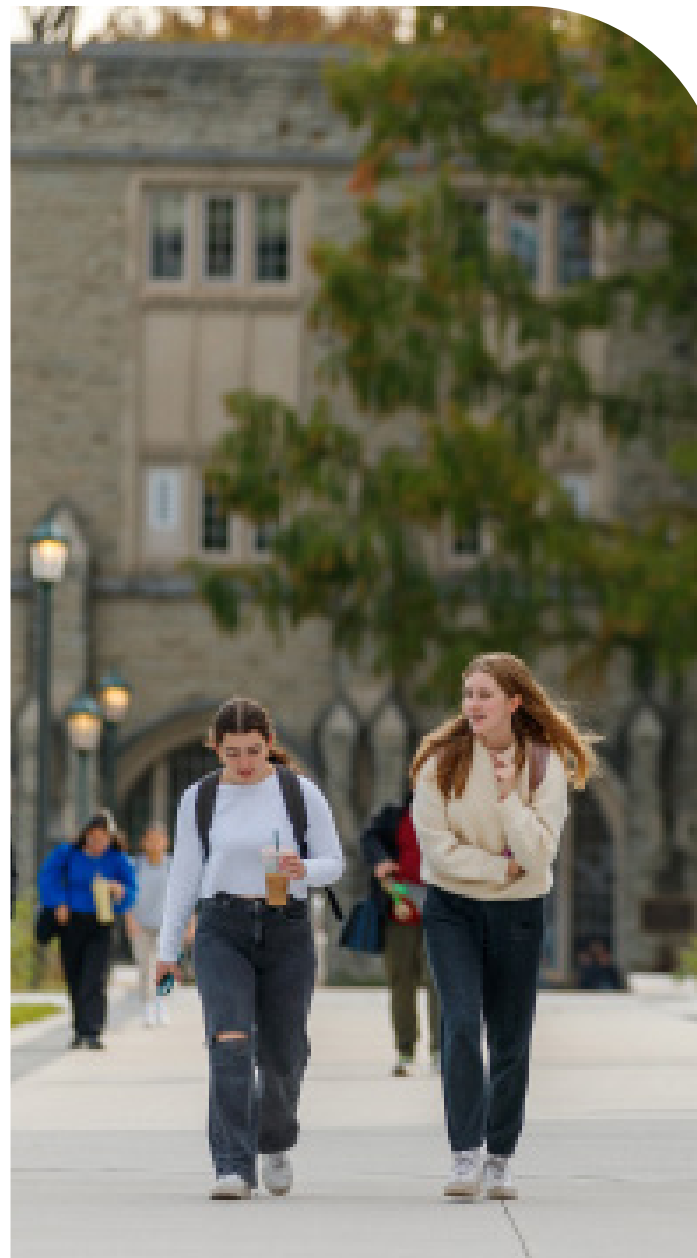
As Director, Technology, you will play a pivotal leadership role in shaping the future of technology at Western Advancement. This is a unique opportunity to influence how one of Canada's leading universities engages alumni, inspires philanthropy, and leverages data and digital innovation to achieve its strategic goals.

As a member of the Advancement Operations leadership team, you will lead the vision, strategy, and evolution of Western Advancement's technology ecosystem. Working closely with leaders across the University, you will translate emerging business needs into forward-thinking technology solutions that enhance the alumni and donor experience, strengthen operational effectiveness, and support Western's fundraising and engagement priorities.

Leading a talented multidisciplinary team, you will oversee a broad portfolio that includes enterprise systems and applications, business intelligence and analytics, data management, digital platforms, web services, technical training, and user support. You will champion innovation and continuous improvement, identifying opportunities to optimize processes, integrate technologies, and unlock the value of data to support informed decision-making and organizational success.

This role offers the opportunity to influence significant technology investments and transformational initiatives while building strong partnerships across the University. Through strategic collaboration with Western Technology Services and other key stakeholders, you will ensure technology solutions are secure, sustainable, and aligned with institutional priorities, positioning Western Advancement to successfully respond to emerging opportunities and future growth.

For a strategic leader who is passionate about technology, innovation, collaboration, and creating meaningful impact, this is an opportunity to help shape the future of Advancement at Western.



Western Advancement

Across three departments—**Alumni Relations, Development** and **Advancement Operations**—Western Advancement works to build lasting connections between graduates and their alma mater, engage a growing community of donors and nurture opportunities for them to realize their personal, professional and philanthropic goals through the university.

By joining our dynamic, highly collaborative and diversely skilled team, you'll play a vital role in helping Western make a meaningful difference in the world as you amplify the university's impact today, and for generations to come.

Vision

To inspire lasting impact through meaningful philanthropy and lifelong connections.

Mission

We believe in the transformative power of higher education and research. We advance Western's impact by building global connections that inspire philanthropy and lifelong community.

I-CARE

At Western Advancement, our work is rooted in the unwavering values represented by I-CARE:



Integrity



Collaboration



Accountability



Respect



Excellence

All in.

A grand collaboration
for Canada and the world



All in is the largest campaign in Western's history, harnessing the talent, imagination and resources of our global community to build a better future for Canada and the world.



Watch our All in Campaign video.

As a member of our Advancement team, you'll be at the heart of this movement, helping to mobilize the talent, imagination, and generosity of Western's global community.

Together, we'll raise \$1 billion to advance life-changing research, enhance the student experience, and create learning environments that foster innovation, inclusion, and collaboration. This campaign is about meeting the moment and ensuring Western remains a place where bold ideas thrive and make an impact that lasts generations.

There's never been a more exciting time to be part of Western Advancement. Joining us now means helping to shape the story of the All in Campaign from the ground up by building connections, inspiring philanthropy, and championing the ideas that will define the future.

Over the course of the campaign we will:

raise

\$1 billion

to fuel transformational research, innovation, learning and student experience

inspire

185,000

alumni to connect with us as volunteers, donors, advocates and champions

create over

1.5 million

meaningful interactions worldwide





About Our Team

With a team of more than **130 staff members**, Western Advancement is an energetic, team-oriented and inspiring workplace committed to advancing Western's global impact.

Together, the Western Advancement team represents diverse backgrounds and a broad spectrum of skill sets. We recognize the valuable impact that this diversity, difference and mutual understanding have on strengthening our team and enriching the work we do every day.

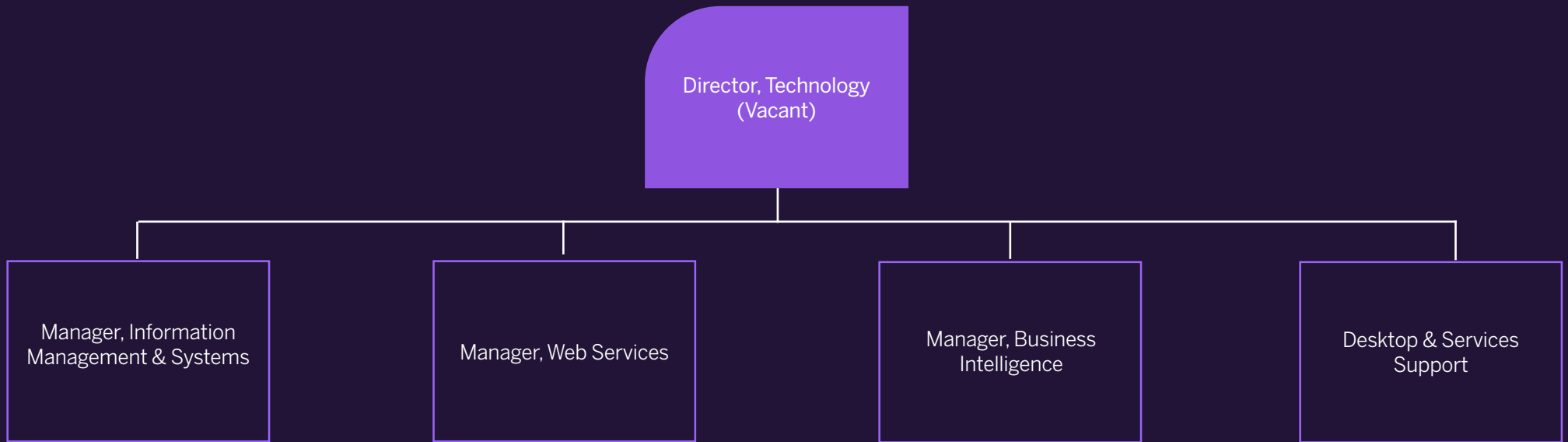
A values-driven division, Western Advancement puts people first. Through recognition initiatives, we remind our staff of the significant impact their contributions have on our collective success, while staff engagement committees spark their creativity and collaboration to shape the culture of our workplace.

If you're looking to grow your career in a place where your work is valued, your voice is heard and your impact is felt—Western Advancement is the place for you!



Organizational Chart

Technology Services



Key Accountabilities

- Leads the development and implementation of Western Advancement's technology strategy and roadmap, ensuring technology capabilities, investments, and priorities align with evolving fundraising, alumni engagement and operational needs
- Provides strategic leadership for Western Advancement's technology ecosystem, infrastructure and digital initiatives ensuring systems, platforms, applications, and information management practices are effectively integrated, reliable, sustainable, and positioned to support current and future business requirements
- Partners with stakeholders to understand business needs, identify technology-enabled opportunities, and translate strategic and operational requirements into technology priorities, solutions, and implementation plans
- Identifies opportunities to improve business processes and service delivery through technology, automation, systems integration, and improved use of existing capabilities, providing strategic recommendations that enhance operational effectiveness and the alumni and donor experience
- Establishes governance, priorities, and decision-making frameworks for Western Advancement technology initiatives, balancing strategic value, operational requirements, risk, resource capacity, dependencies, and implementation feasibility to inform technology investments and sequencing
- Provides strategic oversight for the planning and delivery of complex technology projects and initiatives, ensuring appropriate project governance, stakeholder engagement, resource allocation, change management, and alignment with division and University priorities





Key Accountabilities

- Develops and delivers technical training, documentation and user support programs to enhance technology adoption
- Develops and maintains strategic relationships with Western Technology Services and other University partners, ensuring Western Advancement's technology environment aligns with institutional architecture, standards, security, privacy, accessibility, and technology governance requirements
- Develops and manages relationships with technology vendors and service providers, overseeing procurement, contracts, service expectations, performance, and technology partnerships to ensure effective delivery and value for Western Advancement
- Provides strategic oversight of technology risk, business continuity, system lifecycle planning, information security, privacy, and emerging technology considerations, working with appropriate University partners to identify risks and implement appropriate mitigation strategies
- Monitors emerging technologies, industry developments, and best practices in advancement and technology, assessing their relevance and recommending opportunities that strengthen Western Advancement's capabilities, effectiveness, and ability to achieve its strategic objectives
- Develops and oversees technology budgets, resource plans, performance measures, and service priorities, ensuring financial and human resources are effectively allocated to support operational requirements and strategic priorities
- Provides strategic and operational leadership for Western Advancement Technology Services, establishing priorities and expectations, developing team capabilities, supporting succession and workforce planning, and fostering a collaborative, service-oriented, innovative, and high-performing team environment
- Manages and enhances Western Advancement internal and external facing websites, online giving and registration platforms and e-commerce pages to support engagement and fundraising objectives
- Leads the development, deployment and maintenance of digital communication systems including e-communication platforms.
- Oversees CRM systems and related technology applications to ensure effective constituent management, user adoption and system optimization
- Directs business intelligence initiatives, including gathering business requirements and developing reports, dashboards and analytics solutions
- Establishes and maintains data governance practices, policies, standards and procedures to ensure quality, privacy and security of data
- Manages data architecture, integration, queries and data management processes overall
- Ensures effective acquisition, deployment, maintenance and lifecycle management of computer and phone (desktop and mobile) equipment



Person Specification

Professional Qualifications & Education

- Undergraduate degree in Computer Science, Information Systems, Business, Technology Management, or another related discipline
- Master's degree in Business Administration, Information Systems, Technology Management, or another related discipline (preferred)
- Professional certification in project management, information technology governance, information security, business analysis, or another related area is considered an asset (preferred)

Experience

- 7 years' progressively responsible experience leading technology, information systems, digital solutions, or technology-enabled business operations within a large, complex organization
- Experience developing and implementing technology strategies, roadmaps, governance frameworks, and investment priorities that align technology capabilities with organizational objectives
- Experience leading multidisciplinary technology teams and functions, including responsibility for human, financial, operational, and technology resources
- Experience evaluating complex business requirements and developing technology, systems, integration, and process solutions that improve organizational effectiveness and service delivery
- Experience developing and managing technology budgets, contracts, vendor relationships, and resource plans, including evaluating technology investments and making strategic recommendations
- Experience leading technology services within advancement, fundraising, alumni relations, higher education, or another complex relationship-based organization (preferred)
- Experience with advancement technology ecosystems, constituent relationship management systems, fundraising and engagement platforms, business intelligence and analytics, or related technologies (preferred)
- Experience working within a decentralized technology environment requiring collaboration with enterprise technology functions and multiple organizational unit. (preferred)

Knowledge, Skills, & Ability

- Comprehensive knowledge of technology strategy, information systems, systems integration, technology governance, service delivery, and contemporary technology management practices
- Demonstrated ability to translate complex organizational and business requirements into forward-looking technology strategies, priorities, solutions, and implementation approaches
- Strong business acumen and strategic thinking skills with the ability to evaluate technology opportunities and investments in relation to organizational priorities, business value, risk, resource requirements, and long-term sustainability
- Demonstrated knowledge of information security, privacy, accessibility, business continuity, technology risk management, and system lifecycle considerations within a complex organizational environment
- Demonstrated knowledge of data and information management, business intelligence, analytics, and the role of technology in enabling reliable information and informed organizational decision-making
- Exceptional leadership and people management skills with the ability to establish strategic direction, integrate multidisciplinary functions, develop professional capabilities, allocate resources, and foster a collaborative and high-performing team environment
- Exceptional consultation, relationship management, and influencing skills with the ability to establish credibility, understand diverse business needs, build consensus, and develop effective partnerships with senior leaders, stakeholders, and technology professionals
- Strong analytical, conceptual, and problem-solving skills with the ability to evaluate complex and ambiguous business and technology issues, identify interdependencies, assess alternatives, and develop practical and sustainable solutions
- Excellent written and verbal communication skills with the ability to communicate complex technology concepts, risks, opportunities, and recommendations clearly to technical and non-technical audiences
- Demonstrated ability to lead complex organizational change and technology transformation initiatives while balancing strategic priorities, operational requirements, stakeholder needs, and organizational readiness



Terms and Conditions

Location

1151 Richmond St, London, ON N6A 3K7

* The role is based in person on campus and includes work within the community, to support important donor-facing

Salary

Salary Grade 18 : \$100,000 - \$125,000

Hours of Work

- This role is based on a standard 35 hour work week
- Western's core business hours are 8:30am - 4:30pm
- Western offers flexibility in hours of work, and through personal days and caregiving days. This enables staff to care for a sick child or an aging parent, attend medical appointments, or even tend to an important home repair

Length of Appointment

Regular Full-Time

Vacation Entitlement

In the first two years at the rate of 1.25 working days for each completed calendar month of continuous regular full-time employment (15 working days per year). Upon completion of two full years of continuous regular full-time employment, at the rate of 1.67 working days per month (20 working days per year). The university will designate up to a maximum of three additional days off during the end of year holiday period.

PMA Eligible members are also eligible for 2 Personal Days and 3 Caregiving days per calendar year to attend to urgent or critical health needs of their family members.

Pension Eligibility

Western's pension plan is among the most valuable benefits of working at Western. Details are available on the University web pages. [Pension Plan](#)

Flex Credits

Eligible members have \$2,000 in credits that may be allocated annually to a Health Care Spending Account and/or Professional Expense Reimbursement.

Equity, Diversity, and Inclusion

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process.

If you require accommodations for interviews or other meetings, please contact **Human Resources** or phone **519-661-2194**.

Equity, Diversity, and Inclusion

Western's equity, diversity, inclusion and decolonization (EDID) approach aims to combat racism, discrimination and ableism in all their manifestations. We strive to cultivate a campus environment where all community members can fully engage in university life, learning, working, contributing, thriving and feeling safe. You can read more about our commitment to diversity at edi.uwo.ca

Western's Vision for Equity, Diversity, Inclusion, Decolonization and Accessibility (EDIDA): Fostering safe, accessible and equitable places, spaces and experiences where every person belongs and feels empowered to achieve their full potential.

edi.uwo.ca/strategic-plan

Indigenous Initiatives

Western is committed to increasing Indigenous voices and presence across all levels of work, study and research. The Office of Indigenous Initiatives plays a lead role in championing Indigenous strategic directions, building collaborative and community-engaged partnerships, and supporting campus partners in implementing Western's Indigenous Strategic Plan. To learn more about the office of Indigenous Initiatives please find more resources located here: indigenous.uwo.ca →



How to Apply

To learn more about careers at Western, please visit: uwo.ca/careers →

To apply for this vacancy, please visit:
recruit.uwo.ca →

Once there you can locate this role by searching for **Job ID # 44637**

There you will need to click '**Apply for Job**' and register an account with the University's Careers application website.

The closing date for this position is **October 12, 2026**.

Interviews for this position are anticipated to take place on the **October 21, 2026**.

Please contact ua.humanresources@uwo.ca if you have any queries about this position.

